



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**Illinois Bell Telephone Company**  
**for quarter ending September 30, 2009**

<b>Out of Service More Than 24 Hours</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$4,487.32	\$5,315.22	\$2,702.19	\$12,504.73
B. Number of credits issued for repairs - 24 - 48 hours	1,271	1,529	1,061	3,861
C. Number of credits issued for repairs - 48 - 72 hours	149	176	86	411
D. Number of credits issued for repairs - 72 - 96 hours	42	46	14	102
E. Number of credits issued for repairs - 96 - 120 hours	6	23	8	37
F. Number of credits issued for repairs > 120 hours	13	7	6	26
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7,070	8,598	7,181	22,849
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$19,368.37	\$19,332.19	\$14,998.19	\$53,699.00
B. Number of installations after 5 business days	266	352	324	942
C. Number of installations after 10 business days	3	5	10	18
D. Number of installations after 11 business days	23	32	22	77
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2,249	2,197	2,529	6,975
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>July</b>	<b>September</b>	<b>September</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$61,300.00	\$67,250.00	\$59,750.00	\$188,300.00
B. Number of customers receiving credits	1,222	1,336	1,186	3,744
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Comments**